Australian Government

Department of Education, Employment and Workplace Relations

SRXEVT007B Manage spectators at an event or program

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

SRXEVT007B Manage spectators at an event or program

Modification History

Not applicable.

Unit Descriptor

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.
This unit deals with the skills and knowledge required to develop and implement a risk management plan and a plan for the admittance, seating and dispersal of crowds of spectators; and develop procedures for managing spectators at an event in an emergency.
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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 **Develop and implement a plan to minimise the risks associated with crowds of spectators at a complex event or program**	1.1 Identify legal constraints and requirements in relation to managing spectators at an **event or program**
	1.2 Identify **risks** associated with crowds of spectators and assess for their impact and planning
	1.3 Identify **risks** associated with the **venue** and assess for their impact on planning
	1.4 Identify the capacities of the **venue** and **facilities** and document implications on planning
	1.5 Set and document a maximum limit on the number of spectators to be admitted in accordance with identified **risks** and **venue** capacities
	1.6 Inspect spectator **facilities** to ensure they comply with **legal requirements**
	1.7 Undertake any necessary work to ensure compliance
	1.8 Develop and implement a plan that minimises the identified **risks** associated with the **venue** and crowds of spectators, and complies with legal constraints and **requirements**
2 **Develop and implement a plan for the management** of crowds of spectators at a complex program	2.1 Estimate the expected number of spectators based on past attendances at **events or programs** of the same or similar nature
	2.2 Identify and document the number and positions of viewing sites, exits, and aisles
	2.3 Identify and document the number of people required for managing spectators
	2.4 Restrict access to **event or program** participant and performance areas
	2.5 Develop and implement a plan is for the management of the estimated number of spectators

		2.6	Ensure the plan complies with the risk management plan for the program
3	**Develop procedures for managing spectators in an emergency at a complex event or program**	3.1	Maintain safety equipment according to manufacturers' specifications
		3.2	Inspect safety equipment regularly to ensure it complies with **legal requirements**
		3.3	Identify and document the safety needs of special populations in an **emergency**
		3.4	Develop and document **procedures** for managing spectators in an **emergency**
		3.5	Implement practice drills with **event or program** personnel and record in a log

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements

Critical aspects of evidence to be considered	Assessment must confirm sufficient knowledge of the factors influencing the development of a risk management plan for the management of spectators at an event or program in the work environment
	Assessment of performance should be over a number of events/programs covering the prescribed number of categories from the Range Statements
	In particular, assessment must confirm the ability to
	ensure the risk management plan identifies all the risks associated with the event or program, puts steps in place to minimise the identified risks and complies with all legal and organisational requirements
	ensure enough personnel are on hand to effectively manage the expected number of spectators
	ensure personnel, procedures and equipment are in place to effectively deal with an emergency
Interdependent assessment of units	This unit must be assessed after attainment of competency in the following unit(s)
	SRXRIK002A Manage an organisation's risk
	SRXEMR002A Coordinate emergency response
	SRXEVT002B Organise meeting/event and provide on-site meeting/event management services
	This unit must be assessed in conjunction with the following unit(s)

Nil

For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s)

SRXEVT005B Manage special events

Required knowledge and skills

Required knowledge

Comprehensive knowledge of typical event/program management systems

Issues and problems relating to overall event/program management

Organisation's policy and procedures for the management of events/programs

Occupational Health and Safety (OH&S) and risk management procedures for coordination of events/programs

Knowledge of typical technical requirements for events/programs

Public relations knowledge for servicing of clients/guests/delegate/speakers

Occupational Health and Safety (OH&S) legislation

Relevant insurances for the staging of an event/program

Required skills

Organisational skills in terms of event planning

Analysis skills to assess risks associated with the staging of events/programs

Use of technology and equipment for coordination of events/programs in order to assess systems

Referral skills to identify to whom to refer questionable safety aspects of the staging of the event/program

Research skills to seek information on the legal requirements associated with the event/program

Problem solving skills in order to advise coordinator of the event of the most appropriate course of action in an emergency

Literacy skills to clarify information on procedures and systems for the management of events

Organisational skills in terms of events/programs planning

Use of technology and equipment for coordination of events/programs

Resource implications   Physical resources - assessment of this competency requires access to

a real event or program in order to develop and implement a risk management plan

Human resources - assessment of this unit of competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) must

be competent in this unit but preferably be competent in the unit at the level above

be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area

have attained the mandatory competency requirements for assessors under the Australian Quality Training Framework (AQTF) as specified in Standard 7.3 of the **Standards for Registered Training Organisations**

Consistency in performance   Due to issues such as dealing with different venues with differing layouts, this unit of competency must be assessed over a number of events/programs in order to ensure consistency of performance over the Range Statements and contexts applicable to managing spectators at an event

Context for assessment   This unit of competency must be assessed in the context of a sport or recreation event/program with a range of real

clients. For valid and reliable assessment the sport or recreation event/program should closely replicate the work environment. The environment should be safe with the hazards, circumstances and equipment likely to be encountered in a real workplace

Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes

Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

KEY COMPETENCIES

Collect, Analyse&Organise Information	Communicate Ideas&Information	Plan&Organise Activities	Work with Others&in Teams	Use Mathematical Ideas&Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective

workplace practices.

The three levels of performance (1, 2 and 3) denote the level of competency required to perform the task:

Use routine approaches

Select from routine approaches

Establish new approaches

Collecting, analysing and organising information - Collecting information on the venue and the event

Communicating ideas and information - Briefing staff members on the emergencies procedures to be adopted

Planning

and organising activities - Planning evacuation routes in the event of an emergency

Working with teams and others - Working with venue staff to develop policies

Using mathematical ideas and techniques - Estimating anticipated numbers of spectators at an event

Solving problems - Dealing with a first aid emergency at a venue

Using technology - Using a fire extinguisher in the event of fire at the venue

Please refer to the

Assessment
Guidelines
for advice
on how to
use the Key
Competenci
es.

Range Statement

Range Statements

The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition, the following variables may be present for this particular unit of competency

RANGE STATEMENT	CATEGORIES
Emergency	[four categories]
	fire
	earthquake
	bombing
	chemical leak or spill
	riot
	illegal entry
	alcohol
	drugs
	medical emergency
	equipment failure
	stage failure or collapse
Event or program	[two categories]
	festivals
	sport events
	competitions
	community events
	functions
	conferences
	holiday programs
	celebrations
	arts events
	performances
	complex event or program
	long lead time - more than three months

	large organising team or group - more than three people
	several events within the overall event of program
	participant and/or audience origin varied
	complex organisational structure
Facilities	[two categories]
	stadiums
	arenas
	sports grounds
	grandstands
	gymnasiums
	halls
	theatres
	kitchens
	restaurants
	bathrooms/dressing rooms
	swimming pools
Legal requirements	[all categories]
	fire egress
	Occupational Health and Safety (OH&S)
	Risk Management
	First aid
	insurances
	public liability
	professional indemnity
	resource management
Management	[all relevant categories]
	ticketing
	admission
	ushering
	seating

crowd control

security

first aid

catering

toilet facilities

Procedures   [all categories]

crowd control

evacuation

special populations

first aid

Risks   [all categories]

includes but not limited to

overcrowding

crowd stress

mob behaviour

protection of participants

protection of performers

traffic flows

areas of congestion

emergency access of services

Venues   [two categories]

outdoor environments

open spaces

aquatic environments

parks

streets

indoor facilities

gymnasiums

Unit Sector(s)

Not applicable.